

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER OF BROWN COUNTY**  
**BOARD MEETING**

**January 26<sup>th</sup>, 2017**

**PRESENT:** Larry Epstein, Beth Relich, Melanie Maczka, Corrie Campbell, Pat Finder-Stone, Linda Mamrosh, Deb Lundberg, Mary Johnson, Mary Derginer, Randy Johnson, Beverly Bartlett

**EXCUSED:** Jessica Nell

**ABSENT:** Arlie Doxtator

**ALSO PRESENT:** Devon Christianson, Christel Giesen, Debra Bowers, Laurie Ropson, Kristin Willems, John Holzer, Debra Meyers, Julie Hamill

The meeting was called to order by Chairperson Epstein at 8:32 a.m.

**PLEDGE OF ALLEGIANCE**

**INTRODUCTIONS:** Introductions were made by all present including newly appointed board members in 2017 and two new ADRC nutrition staff, Debra Meyers & Julie Hamill.

**ADOPTION OF AGENDA:** Ms. Finder-Stone/Ms. Lundberg moved to adopt the agenda.  
**MOTION CARRIED.**

**APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF December 8, 2016:**  
Ms. Lundberg/Supervisor Campbell moved to approve the minutes of the regular meeting of December 8, 2016. **MOTION CARRIED.**

**COMMENTS FROM THE PUBLIC:** None

**FINANCE REPORT:**

**A. REVIEW AND APPROVAL OF FINANCE REPORT-PRELIMINARY YEAR END:**

Ms. Bowers referred to the 2016 Preliminary Finance Report, Preliminary End of Year Financial Highlights and ADRC Summary Report to demonstrate the expenses and revenues in the month of December and at year end. Ms. Campbell inquired about other options for printing of the ADRC Magazine should the ADRC current provider not be allowed due to Conflict of Interest issues that may be identified by the State. Discussion ensued including the guidelines surrounding advertising sold by LPI (the company that prints the Magazine for the ADRC) and the benefits to revenues realized by the ADRC and the vast circulation that occurs. The ADRC and the Board members who have had positive experiences with LPI, reported that many ADRC's and Addlife Centers around the state would not have the resources to produce the magazine independently.

Ms. Maczka/Ms. Lundberg moved to approve the Finance Report-Preliminary Year End Report. **MOTION CARRIED.**

**B. REVIEW AND APPROVAL OF RESTRICTED DONATIONS-DECEMBER 2016:**

There was a restricted donation by Ron O'Dill for \$300.00 for use for the Veteran's Lunch Program, an Anonymous donation of \$5000.00 for agency use and another "In Memory" donation for agency use of \$50.00 in the months of November and December 2016.

Ms. Relich/Ms. Finder-Stone moved to approve the Restricted Donations report for November & December, 2016. **MOTION CARRIED.**

**BOARD RESPONSIBILITIES AND EXPECTATIONS, MEETING GUIDELINES, TIME, TALENT AND TREASURE:**

Ms. Christianson explained that during Purposeful Boards training last year, that several ADRC Board Members and staff attended, it was advised that board expectations and responsibilities be clarified for all board members. Ms. Christianson reviewed the Responsibilities and Expectations handout that was created by those that attended the training. Ms. Christianson explained that responsibilities are that board members are expected to be prepared and willing to "jump in" and help when needed. Board members should know the By Laws. Mr. Epstein suggested that the board review them and have a larger discussion at a later date to discuss how these expectations will be carried out. Ms. Christianson also added that the By Laws are reviewed periodically to be sure that they are up to date. Ms. Christianson also reminded the board that Board meetings are open and transparent to the public. Further questions and discussion ensued. Ms. Christianson explained that while it is important for board members to assist in raising funds for the ADRC, it is most important for Board members to be an ambassador in the community and educating people about the ADRC. Board members can do this by communicating to family, friends, neighbors and social connections etc. about the resources that are available at the ADRC. Another responsibility of the board is to be connected in the community and have a general understanding of the ADRC budget. Additionally, all major policies at the ADRC are reviewed and approved by the ADRC Board of Directors. The ADRC Director is hired, fired and evaluated by the ADRC Board of Directors. ADRC Board members also are asked to help recruit new board member and connect the ADRC to potential funding and partners. Lastly, Board members should connect with and validate staff. Ms. Derginer inquired about the types of things that should be used to evaluate the Director. Mr. Epstein replied that there are community surveys for customers to provide input about their experience at the ADRC and unit updates are presented in board meetings. Ms. Christianson explained there is an evaluation form that explains what criteria the board should consider to evaluate the Director. Ms. Willems will send a copy of the evaluation form to the board. Ms. Christianson also explained that there is a 3 to 5 year plan that is also reviewed to

be sure that the Director is keeping the ADRC is on target for these goals. Ms. Finder-Stone explained that the Director Evaluation form is very comprehensive.

Mr. Epstein referred to the Meeting Guidelines handout and reviewed the expectations for board meetings. Mr. Epstein asked that board members review the agenda and call Ms. Willems, Ms. Christianson or Mr. Epstein if there are questions prior to the meeting. Mr. Epstein explained that starting and finishing the meeting on time and sticking to the time frame for each agenda item is important. Mr. Epstein asked that comments be kept to a reasonable timeframe. Ms. Willems will use a flag to notify the Chair when time is running over for any agenda item. If additional information is needed and more detail is needed, it can be tabled and added to another meeting agenda when the details are available. Mr. Epstein stressed that it's important and appropriate to ask questions openly to the entire board rather than having side conversations. Ms. Lundberg offered that if a concern is brought to the board that it is a good idea to also offer a possible solution.

Mr. Epstein then reviewed the Time Talent and Treasure handout. He asked board members to fill out the form completely and gave examples of what can be filled in for each area. Ms. Christianson asked that board members fill them out and turn them into Ms. Willems by the February 23<sup>rd</sup> Board of Directors meeting.

Ms. Finder-Stone/Ms. Lundberg moved to approve the Board Responsibilities & Expectations, Meeting Guidelines and Time, Talent & Treasures documents. **MOTION CARRIED.**

#### **DIRECTOR'S REPORT:**

##### **A. COMPLAINT AND GRIEVANCE ANNUAL REPORT FOR 2016:**

Ms. Christianson referred to the 2016 Complaint Report (handout) which is required to be provided to the Board annually. Ms. Christianson stated that the ADRC has an informal and formal process for handling complaints. Ms. Christianson stated that most complaints are resolved informally without having to be brought to the ADRC Board of Directors. In 2016, there were no complaints that were brought to the Board of Directors. Ms. Christianson also mentioned that according to policy, customers may first bring a complaint directly to a board member prior to connecting with staff. If that should happen, board members can immediately relay the complaint to the director as it will follow the normal resolution process. Ms. Christianson pointed out that parking (or lack thereof) were the highest number of complaints in 2016. Ms. Christianson said that this complaint is taken seriously, and is always being considered. Negotiations are in process to pursue additional spots through an easement that is currently being worked on through Corporation Council.

Supervisor Campbell inquired how the issue regarding bed bugs is handled at the ADRC. Ms. Christianson responded that she wrote a procedure for staff and the health department came in to provide training for staff. Ms. Christianson also clarified that bed bugs are categorized as a nuisance and not a health hazard, so

the ADRC's role is to educate customers and providers about ways to contain them to reduce their spread. There is a community task force forming and the Health Department is highly involved. Ms. Christianson explained that this issue is a community wide challenge, particularly in housing units.

Supervisor Campbell asked if background checks are done for all Home-Bound Meal workers. Ms. Christianson confirmed that background checks are completed for all staff and volunteers.

Ms. Maczka/Ms. Lundberg moved to acknowledge the receipt of the 2016 complaint report. **MOTION CARRIED.**

**B. PROPOSED ADVOCACY TRAINING:**

Ms. Christianson explained that there is an ADRC advocacy team called GBCAT (General Brown Community Action Team). Because staff is limited on advocating for specific legislation, the ADRC appreciates when board members advocate to legislators. GBCAT received advocacy training from Janet Zander and Ms. Finder-Stone was at the training. Ms. Finder-Stone and Mr. Pamperin are willing to conduct this training for the ADRC Board of Directors. This training will be coming in spring and future details will be communicated to the board. Ms. Christianson referred to a handout regarding Medicare as an example of a topic that would affect our customer populations.

**C. CONFLICT OF INTEREST POLICY-SIGNATURES NEEDED:**

Ms. Christianson referred to the Conflict of Interest policy and signature page. Ms. Christianson stated the ADRC is required to conduct a brief training each year on the policy and that staff, volunteers and board members sign the policy. Ms. Christianson asked that all board members sign and turn in before leaving the meeting. Ms. Christianson reviewed the policy and provided examples of potential issues and how the ADRC needs to always be aware and diligent in avoiding even the perception of a conflict.

**STAFF REPORT-JOHN HOLZER:**

Ms. Christianson explained that new for this year, each unit leader will use a template to create a report about their unit. This will be sent out in advance of the meeting for board members to review. The hope is staff will spend more of their report time at the board meeting answering questions instead of walking through the report.

Mr. Holzer, Facilities/Placement Coordinator, manages ADRC facility maintenance, including customer service. This means having the building clean and ready in the morning and rooms set up as requested for events. Mr. Holzer also coordinates the

placement of court-ordered community service for Brown County and the placement of work experience program candidates at the ADRC and refers others to the adult day.

Mr. Holzer discussed his team, including Anita Jahnke, who will often split her shift, closes the building, works after hours and also covers for Mr. Holzer when he is out. Ms. Jahnke is an asset to the organization and allows the ADRC to provide service to people that the ADRC would not have been able to support without her flexibility. Mr. Holzer and Ms. Jahnke partner in communicating and directing maintenance crew. The maintenance crew is hired through the STEP and WISE programs that are managed through Curative Connections and GWAAR. These programs provide training to older adults through with the goal of allowing these seniors to find permanent employment in the community.

Mr. Holzer provided a handout to demonstrate updates in 2016. He reviewed highlights from his handout including working with the floor manufacturing to fix floors and also worked with manufacturer to fix the folding wall between the Atrium and Dining Room.

Mr. Holzer also reviewed highlights from the loan closet in 2016. Mr. Holzer mentioned how the Lion's Club has been a partner with the ADRC on the loan closet, providing the ADRC with medical equipment to loan to customers. About 90% of the 5000 items in inventory are out and being used in the community. Mr. Holzer also mentioned that the \$10 requested contribution to the loan closet for items borrowed has also resulted in more items being returned. The ADRC also exceeded the goal of \$10,000.00 in contributions to the loan closet and ended the year at just over \$19,000.00. Anthem Blue Cross provided a money donation to the loan closet which was used to purchase items such as bariatric wheel chairs which are needed in the community, but in short supply in the loan closet.

Mr. Holzer focuses on staff and customer safety in all of the purchases and maintenance on the building. Mr. Holzer also reported that Focus on Energy chose this organization and gave customer LED bulbs and provided a retrofit to LED lighting at the ADRC at our 331 building.. Mr. Holzer added that there is solar panel on the roof of the ADRC that saves approximately two thousand dollars each year.

Mr. Holzer reviewed the Maintenance Worker Incentive Fund. This program recognizes ADRC maintenance staff, for great customer service. Mr. Holzer uses incentives to help workers with transportation to work etc.

Mr. Holzer provided updates on the door replacement project that is just being completed. This is a great added convenience for our customers.

Mr. Holzer also highlighted potential maintenance projects that will need to be addressed in the near future. He also mentioned that he is looking forward phase 2 of the ADRC remodeling project and thanked the board for setting aside funds for this future project.

Ms. Christianson mentioned that each year the WISE program recognizes one organization in the state for outstanding support to older adults in the employment

programs. In 2016, Mr. Holzer and Ms. Jahnke were the recipients of this award. Ms. Christianson acknowledged Mr. Holzer's and Ms. Jahnke's work in 2016. The board expressed their appreciation as well.

#### **LEGISLATIVE UPDATES:**

Ms. Finder-Stone reminded the board of the upcoming primary election on February 21, 2017. Early voting will begin on February 6, 2017. The general election will be held on April 4, 2017.

Ms. Finder-Stone explained that Senior Care is a program to assist low-income seniors with prescription drugs. The federal government has extended the waiver for this program through December 31, 2018. Senator Carpenter is introducing legislation called the Senior Care Protection Act in Madison that would require the state to continue the program. Ms. Finder-Stone asks that board members urge legislators to sign on to this bill. Ms. Finder-Stone has a copy of the proposed legislation if board members are interested in seeing it. Ms. Christianson stated she would send materials about Senior Care and the link to the Advocacy page on the ADRC website so board members can stay up to date on pending legislation and advocacy information.

Ms. Finder-Stone also said that Speaker Paul Ryan is conducting a phone poll to get input regarding the Affordable Care Act. The number to call is 202-225-0600, press 2 to hear about the bill, press 1 to continue to support the ACA and so on.

Ms. Finder-Stone also mentioned that Congressman Gallagher was present at meeting with the De Pere Board of Health of which Ms. Finder-Stone was in attendance. Ms. Finder-Stone mentioned to Congressman Gallagher that in her opinion the ACA should not be repealed without a replacement.

Ms. Finder-Stone also mentioned that Governor Walker is proposing that people eligible for food stamps will be required to work 80 hours in a 30 day period.

Ms. Bartlett shared that the Alzheimer's Association is sponsoring their Wisconsin Advocacy Day on March 7<sup>th</sup>, 2017 beginning at 8:30 AM at the Wisconsin State Capital Building. If board members are interested, Ms. Willems will forward information to all with instruction on how to RSVP for this event.

Mr. Johnson shared a story about the ADRC. Mr. Johnson delivers meals to a gentleman that previously could not eat at his table as it was filled with medical papers. The gentleman called the ADRC and a staff person assisted him in sorting through these items and Mr. Johnson could see how much this support had changed his life and he is no longer feeling overwhelmed.

#### **ANNOUNCEMENTS:**

Ms. Christianson communicated that there will be Finance 101 training on Tuesday February 14<sup>th</sup>, 2017 from 10:30 to Noon for the new board members and any other members that would like to attend. There will also be an additional training on this, in June, that will be held focusing on 2018 budget.

Ms. Christianson also mentioned that if board members have not had their picture taken for the ADRC Magazine to please do that. A picture can also be submitted to Ms. Willems if that is the preference as well.

**NEXT MEETING:** The next Board of Director's meeting will be **February 23 at 8:30 a.m.** at the ADRC.

**ADJOURN:** Ms. Relich/Ms. Derginer moved to adjourn the meeting. **MOTION CARRIED.** The meeting adjourned at 10:27 a.m.

Respectfully submitted,

Kristin Willems  
Administrative Specialist